



CUSTOMER SUCCESS STORY

A Legal Firm Reduces Contract Review Time by 55% with AI

A boutique legal firm partnered with GSDC AI Consulting to automate contract review, streamline client intake, and improve case research efficiency – enabling attorneys to focus on high-value legal work rather than manual document processing.

45

Staff Impacted

12

Week Engagement

55%

Contract Review Time Cut

40%

Client Intake Faster

Legal firms of all sizes – from solo practices to mid-sized partnerships – spend a disproportionate share of attorney time on document-heavy tasks: reviewing contracts, conducting case research, managing client intake, and tracking billing. These manual workflows create bottlenecks, increase risk of human error, and limit the number of cases a firm can handle profitably. This case study explores how one firm broke through those constraints with a structured AI consulting engagement.

The Challenge: Capacity Constraints in a Document-Heavy Practice

Engagement Overview

AI Focus

Legal Automation and Document AI

Industry

Legal Services

Region

North America and UK

Audience

Attorneys, Paralegals and Admin

Legal firms are under sustained pressure to deliver faster turnaround on contracts, due diligence, and case preparation – all while keeping costs competitive. With attorneys spending three to four hours daily on document review alone, the firm faced serious capacity constraints that threatened its ability to grow without proportionally increasing headcount.

Rising operational costs, slow client intake, and growing compliance exposure compounded the problem. The firm needed a solution that would free attorney time for billable, strategic work while maintaining rigorous oversight of every legal output. The core challenge areas included:

Document Overload

High volume of contracts requiring manual review

High Attorney Costs

Senior time consumed by repetitive document tasks

Slow Client Intake

Manual intake forms delaying matter assignment

Compliance Exposure

Inconsistent clause review increasing legal risk

How GSDC Designed the AI Solution

GSDC mapped the firm's entire document and case workflow before recommending any AI solution. The approach prioritised attorney oversight and risk controls – ensuring AI augmented legal judgement rather than replacing it. Every intervention was designed to be explainable, auditable, and firmly within the attorneys' span of control.

→ AI Readiness Audit

Comprehensive assessment across document workflows, case intake, and billing processes to identify automation opportunities by ROI and risk profile.

→ Contract Review AI

Custom AI trained on the firm's specific clause libraries and risk flags, integrated directly into existing document management systems with attorney sign-off workflows.

→ Automated Client Intake

AI-assisted intake forms with automated matter classification, urgency scoring, and intelligent routing to the appropriate attorney – eliminating manual triage.

→ Legal Research Assistant

AI-powered research tool reducing case preparation time significantly, enabling paralegals to surface relevant precedents and statutes in a fraction of the previous time.

→ Billing Reconciliation AI

Automated time-entry matching and billing reconciliation to reduce write-offs and improve revenue capture across the firm's matter portfolio.

→ Training and Governance

Role-specific attorney training, governance protocols, escalation procedures, and full handover documentation to ensure ongoing self-sufficiency.

12-Week Delivery: From Audit to Governed AI Operations

The engagement followed a phased delivery model designed to minimize disruption to live legal operations while building capability incrementally. Each phase produced a concrete deliverable before the next began, ensuring attorneys and leadership retained full visibility throughout.

Week 1–2: Discovery and AI Readiness Audit

Mapped document workflows, case intake processes, and technology stack. Delivered a scored readiness report identifying top AI opportunities by ROI and risk profile.

1

Week 4–7: Contract Review AI Build and Integration

Built and deployed a contract review AI trained on the firm's clause library, integrated into the existing document management system with attorney review and sign-off workflows.

3

Week 9–11: Staff Training and Change Management

Role-specific training for attorneys, paralegals, and administrative staff. Usage guidelines, escalation protocols, and full documentation established for ongoing self-sufficiency.

5

6

Week 3: Use Case Identification and Prioritisation

Structured workshops with attorneys, paralegals, and admin staff. Contract review automation, client intake, and legal research identified as top-priority use cases.

2

Week 6–8: Client Intake and Matter Classification

Deployed AI-assisted intake forms that automatically classify matter type, assign urgency, and route to the appropriate attorney – reducing intake processing time significantly.

4

Week 12: Outcome Review and Governance Framework

Reviewed contract review accuracy, intake speed metrics, and attorney time savings. Established AI output governance protocols to ensure ongoing compliance and quality assurance.

Measurable Results Across the Firm



Contract Review Time Cut

Attorneys recovered hours daily previously lost to manual document review



Client Intake Faster

AI-assisted matter classification eliminated manual triage bottlenecks

The engagement enabled the firm to dramatically reduce time spent on document review and client intake, allowing attorneys to take on more billable work without increasing headcount. Compliance risk exposure was reduced through consistent AI-assisted contract flagging, and the governance framework established clear protocols for ongoing quality assurance. Across 45 staff members, the impact was felt at every level of the practice – from managing partners to administrative coordinators.

"GSDC understood that legal work is detail-sensitive. They didn't just deploy AI – they built guardrails that kept our attorneys in control while dramatically cutting the time spent on document review. It's changed how we scope and price engagements."

Managing Partner | Legal Services Firm | North America



Client Satisfaction

Rated by the firm's managing partner following the 12-week engagement

✔ Ready to replicate these results?

Talk to our team to design a similar AI consulting engagement tailored to your legal firm's workflows and business goals.



→ Visit www.gsdouncil.org/ai-consulting-services